



# Complete Solutions Personal Retirement Bond 1

## your Customer Information Notice

**This plan is provided by Irish Life Assurance plc.**

## **Introduction**

This notice is designed to highlight some important details about the plan and, along with **Complete Solutions** Personal Retirement Bond (PRB) 1 booklet, is meant to be a guide to help you understand your plan. Full details on the specific benefits and options that apply to you will be contained in your plan schedule, terms and conditions booklet and personalised customer information notice, which you will receive in your welcome pack. It is important that you should read these carefully when you receive them as certain exclusions and conditions may apply to the benefits and options you have selected.

## **Any Questions?**

If you have any questions on the information included in this customer information notice you should contact your financial adviser or your insurer Irish Life, who will deal with your enquiry at our Customer Services Team, Lower Abbey Street, Dublin 1.

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# A.INFORMATION ABOUT THE POLICY

## 1. MAKE SURE THE POLICY MEETS YOUR NEEDS!

Your **Complete Solutions** PRB 1 is a pension savings plan which aims to provide a fund with which you can purchase pension benefits. This plan is designed to receive a transfer contribution from an occupational pension scheme, or an existing personal retirement bond. This transfer value will be treated as a single lump sum contribution and is payable at the start of the contract.

The term of the plan will be up to the normal retirement date of the original transferring occupational pension scheme - whether this is a long term contract depends on when you wish to take retirement benefits, either at this date or earlier.

The benefits payable at retirement will depend on the plan's value at that date and the nature of the original occupational pension scheme and could take the form of one or more of the options outlined in Section 3.

By taking out this plan, you are committing to making a single lump sum contribution. Unless you are fully satisfied as to the nature of this commitment, having regard to the other options available on leaving your occupational pension scheme (or existing Personal Retirement Bond), your needs, resources and circumstances, you should not enter into this commitment.

If this plan replaces in whole or in part an existing plan with Irish Life, or with another insurer, which has been or is to be cancelled or reduced your financial adviser will advise you as to the financial consequences of such replacement and of possible financial loss as a result. You will be asked at the beginning of your application form to confirm this in writing. Please ensure that you have completed this section of the form and that you are satisfied with the explanations provided by your financial adviser before you complete the rest of the application form.

## 2. WHAT HAPPENS IF YOU WANT TO CASH IN THE POLICY EARLY OR STOP PAYING PREMIUMS?

This plan can only accept transfers from an occupational pension scheme or personal retirement bond. This will generally be a once-off transfer with no further contributions payable.

You cannot cash in your plan. The benefits of this plan can be taken after age 50, on early retirement or at Normal Retirement Age (NRA). **You can also transfer the fund to another personal retirement bond approved by the Revenue Commissioners or to the trustees of an approved company pension scheme if you are now a member of this other scheme.**

If you transfer your fund or retire before the fifth anniversary of your investment start date an exit charge may apply to the value of the fund built up by this contribution. Any additional single contributions made may also be subject to an exit charge, which will be calculated based on the investment start date of each contribution for up to five years from the date each contribution is made.

The exit charge if it applies to any additional contributions may differ from that applying to this contribution. Exit charges apply if you transfer or retire early. The exit charges that apply to each single contribution will be shown on the schedule you receive when the contribution is made.

If you choose to invest in fixed-term deposits in the Self-Invested Fund, you may incur breakage fees if you decide to move out of the fund earlier than expected.

In certain circumstances, we may delay transfers. This may be because there are a large number of customers wishing to

transfer into or out of the fund at the same time, or if there are practical problems buying or selling the assets within the fund or the fund manager who is responsible for the investment of any part of the fund imposes a delay or if you invest in markets or funds with assets with significant time differences including trading or settlement time differences e.g. Asian markets.

Due to the high cost and time involved in buying or selling properties, a delay of this sort is most likely to happen if you are invested in a property fund (or a fund with a high proportion of property or property related assets). The length of any delay will depend on how long it takes us to buy or sell the assets in the fund. A significant delay would be likely to apply in this situation. Delayed transactions will be based on the value of units at the end of the delay period when the transaction actually takes place.

When there are more customers moving out of a fund than making new investments in it, or there are more customers making new investments than moving out of the fund, we may reduce the value of the units in the fund to reflect the percentage of the costs associated with buying and selling the assets of the fund. The reduction in the value of the affected assets will be different for each fund and is likely to be most significant for the proportion of any fund invested in property. The reduction for any part of the fund invested with fund managers may happen at a different time to the reduction for the rest of the fund.

If you have chosen to invest in the Self-Invested Fund, we may delay any transfers until such time as we are able to realise assets

within that fund. Delayed transfer values will be based on the value of units after the assets have been realised.

### 3. WHAT ARE THE PROJECTED BENEFITS UNDER THE POLICY?

The following tables set out the costs and benefits for a typical **Complete Solutions** PRB 1 pension plan. The values are projected assuming 4.25% growth and 6.25% growth. The figures will vary based on each individual's personal details and the benefits provided in each case. The figures below are based on the following details.

Client:	Male aged 38 next birthday	
Contribution:	€50,000 Single Contribution	
Term:	The term of the plan is up to age 70. (In practice it may be possible to take benefits at any time between ages 50 and 75.)	
Funds:	Contributions will be invested in the following way:	
	Multi Asset Portfolio 4 Fund	100%

Other funds with different charges are available. The choice of fund will determine what level of charges will apply.

**TABLE (A): ILLUSTRATIVE TABLE OF PROJECTED BENEFITS AND CHARGES AT 4.25% GROWTH EACH YEAR**

	A	B	C	D=A+B-C
Year	€ Total amount of premiums paid into the policy to date	€ Projected investment growth to date	€ Projected expenses and charges to date	€ Projected policy value
1	50,000	1,985	3,691	48,293
2	50,000	4,023	4,427	49,596
3	50,000	6,120	4,114	52,006
4	50,000	8,319	3,809	54,510
5	50,000	10,622	4,075	56,546
10	50,000	23,216	8,621	64,595
15	50,000	37,604	13,814	73,790
20	50,000	54,039	19,745	84,294
25	50,000	72,814	26,521	96,292
30	50,000	94,261	34,262	109,999
32	50,000	103,672	37,658	116,013
* NRA	50,000	106,103	38,536	117,567

**Warning: These figures are estimates only. They are not a reliable guide to the future performance of your investment.**

\* NRA = Normal Retirement Age, which is assumed to be age 70.

**IMPORTANT: THIS ILLUSTRATION ASSUMES A RETURN OF 4.25% EACH YEAR. THIS RATE IS FOR ILLUSTRATION PURPOSES ONLY AND IS NOT GUARANTEED. ACTUAL INVESTMENT GROWTH WILL DEPEND ON THE PERFORMANCE OF THE UNDERLYING INVESTMENTS AND MAY BE MORE OR LESS THAN ILLUSTRATED.**

**The effect of the deductions in respect of the expenses and charges shown is to reduce the assumed growth rate on your fund by 1.6% each year.**

You can use your retirement fund to purchase a pension (annuity). Your estimated retirement fund in the above illustration is estimated to be sufficient to buy a pension of €5,267 each year. This pension is assumed to increase at 1.5% each year during payment. The equivalent pension in today's money terms (assuming inflation of 2.5% each year) is €2,361 each year.

The pension is based on applying an annuity rate of 4.48% to the balance of the fund after the retirement lump sum is taken. It is paid monthly in advance and is guaranteed to be paid for 5 years. Thereafter, the annuity will cease on your death. The pension payment is on your life only. The annuity rate used is a long-term average rate and is not guaranteed. The actual annuity rate available at retirement is likely to differ from the annuity rate used in the illustration. Different annuity options can be chosen at retirement.

The payment made includes the cost of all charges, expenses, intermediary remuneration and sales remuneration associated with your plan

**TABLE (B): ILLUSTRATIVE TABLE OF PROJECTED BENEFITS AND CHARGES AT 6.25% GROWTH EACH YEAR**

**Warning: These figures are estimates only. They are not a reliable guide to the future performance of your investment.**

NRA = Normal Retirement Age, which is assumed to be age 70.

**IMPORTANT: THIS ILLUSTRATION ASSUMES A RETURN OF 6.25% EACH YEAR. THIS RATE IS FOR ILLUSTRATION PURPOSES ONLY AND IS NOT GUARANTEED. ACTUAL INVESTMENT GROWTH WILL DEPEND ON THE PERFORMANCE OF THE UNDERLYING INVESTMENTS AND MAY BE MORE OR LESS THAN ILLUSTRATED.**

**The charges shown in column C of both tables include the cost of intermediary/sales remuneration incurred by Irish Life, as described in section 4.**

**The effect of the deductions in respect of the expenses and charges shown is to reduce the assumed growth rate on your fund by 1.6% each year.**

You can use your retirement fund to purchase a pension (annuity). Your estimated retirement fund above in the above illustration is estimated to be sufficient to buy a pension of €9,768 each year. This pension is assumed to increase at 1.5% each year during payment. The equivalent pension in today's money terms (assuming inflation of 3.5% each year) is €3,193 each year.

The pension is based on applying an annuity rate of 4.5% to the balance of the fund after the retirement lump sum is taken. It is paid monthly in advance and is guaranteed to be paid for 5 years. Thereafter, the annuity will cease on your death. The pension payment is on your life only. The annuity rate used is a long-term average rate and is not guaranteed. The actual annuity rate

available at retirement is likely to differ from the annuity rate used in the illustration. Different annuity options can be chosen at

	A	B	C	D=A+B-C
	€	€	€	€
Year	Total amount of premiums paid into the policy to date	Projected investment growth to date	Projected expenses and charges to date	Projected policy value
1	50,000	2,919	3,699	49,220
2	50,000	5,974	4,456	51,517
3	50,000	9,177	4,120	55,057
4	50,000	12,600	3,785	58,815
5	50,000	16,254	4,071	62,183
10	50,000	37,439	9,325	78,114
15	50,000	64,052	15,924	98,128
20	50,000	97,483	24,215	123,269
25	50,000	139,480	34,629	154,851
30	50,000	192,236	47,712	194,525
32	50,000	216,947	53,840	213,108
NRA	50,000	223,486	55,461	218,025

retirement.

The payment made includes the cost of all charges, expenses, intermediary remuneration and sales remuneration associated with your plan.



These illustrations assume an investment term of 32 years and 6 months.

If you choose an investment strategy, the assumed rate of return will change over the term of your plan to reflect the gradual change in the funds in which your plan will be invested. For more information on the Lifestyling Strategies available please see the **Complete Solutions** PRB 1 product booklet.

If you have chosen our Core Fund, any of our Multi Asset Portfolio Funds or our Multi Manager Target Return Fund, a portion of these funds are invested with external managers to whom an incentive fee is payable if certain levels of return are achieved on the portion of the fund that they manage.

The benefits payable will depend on the taxation rules which are described in section 7. This projection does not allow for this tax.

The estimated fund at retirement is for illustrative purposes only and is not guaranteed. Actual investment growth will depend on how the investment performs and may be more or less than illustrated.

If you have more than one personal retirement bond, from the same employment then you must take your benefits from these at the same time. If your retirement lump sum is based on your salary and service with the relevant employer then you are only allowed to take a retirement lump sum from one of these bonds. The projected benefits illustrated below are based on a retirement lump sum being taken from this **Complete Solutions** PRB 1 plan. In your application form for this plan, the trustees of the transferring occupational pension scheme will have told us whether this is the personal retirement bond you want to take your retirement lump sum from.

If you choose not to use your full retirement fund to buy a pension the following options (A) or (B) below will be available on retirement.

### Option A

1. A retirement lump sum of up to 1.5 times final salary with 20 years service to Normal Retirement Age (NRA). The lump sum will be reduced where service is less than 20 years or where benefits are taken before NRA, or where you left service with the relevant employer before NRA. It may also be reduced if you are entitled to a retirement lump sum from another pension arrangement. Please read your terms and conditions booklet for more information.
2. The balance of the fund must be used to purchase a pension (annuity).
3. Any Additional Voluntary Contribution (AVC) fund can be used to invest in an Approved Minimum Retirement Fund (AMRF) / Approved Retirement Fund (ARF) or can be taken as a taxable cash sum subject to certain restrictions and the deduction of income tax, the Universal Social Charge, PRSI (if applicable) and any other taxes or government levies ("tax") payable at that time.

### Option B

1. You can take up to 25% of your pension fund as a retirement lump sum.
2. The balance of the fund can be used in any one of the following ways:

- The balance of the fund can be used to buy a pension (annuity).
- Subject to either having a guaranteed income for life of at least €12,700 per annum or investing €63,500 in either an annuity payable to you immediately or in an Approved Minimum Retirement Fund (AMRF), the balance of the fund can be:

(i) invested in an Approved Retirement Fund (ARF), from which cash may be drawn down periodically, or in which the capital may be accumulated over time subject to a minimum level of regular withdrawal or imputed distribution each year ; or

(ii) withdrawn as a taxable cash sum, in which event this amount will be treated as part of your income in the year and you will be liable to pay income tax, the Universal Social Charge, PRSI (if applicable) and any other taxes or government levies (“tax”) payable on it.

With an AMRF you can only make one withdrawal each year of up to 4% of the value of the AMRF until you meet the guaranteed income requirement or reach age 75 years.

Annuity income and AMRF / ARF withdrawals will be treated as part of your income in the year paid and you will be liable to pay income tax, the Universal Social Charge, PRSI (if applicable) and any other taxes or government levies (“tax”) payable on it.

The benefits payable will depend on the taxation rules which are described in section 7. In particular, if your pension fund grows above the standard fund threshold (as described in ‘Taxation of Benefits’ in section 7), tax may be payable. The illustrations given above do not allow for this tax.

All payments made under this plan must be within the Revenue Commissioners limits. The same Revenue Commissioners limits apply to this personal retirement bond and to your original scheme. The benefits cannot exceed those which would have been paid out under the original scheme, except where a surplus is used to provide or augment other approvable benefits within maximum limits. Post-retirement increases on pensions may also be provided for.

The limits above may change in the future.

### **Funds with variable charges**

The tables of projected benefits and charges issued to you in the future will assume an estimated average level of variable charge on that fund. However, the actual level of these charges can vary. Section 8 below gives details on the reason for this.

### **Fund Guide**

Please refer to your separate relevant fund guides for further information on the funds available on this plan.

### **Incentive fees**

Some fund managers may deduct an incentive fee if they achieve positive investment returns on the funds they manage. Depending on the particular fund, circumstances in which an incentive fee may be paid to a fund manager include the following:

- If the investment returns exceed a certain level in any calendar quarter.
- If the investment returns exceed a certain level each year.
- If the investment returns achieved in a particular year are greater than the previous highest investment return.

- If the returns achieved by these funds exceed the performance of a benchmark fund.

If during the term of your plan an incentive fee is paid, this will be reflected in the unit price.

### **Counterparty Risk**

We are not liable for any loss incurred by any of the investments in the funds available under this plan. It is important to note that the value of investments with any fund manager may be affected if any of the institutions with whom money is placed suffers insolvency or any other financial difficulties. The value of your units will reflect the value of the assets recovered from that manager. Irish Life will not use any of our assets to make up any shortfall.

### **Securities lending**

If you have chosen to invest in a fund that invests in equities or bonds, the equities or bonds within that fund may be used for the purpose of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within a fund it provides an opportunity to increase the investment return. Where a fund manager engages in securities lending, they may keep some or all of the revenue from this activity for themselves.

Funds which are managed by Irish Life Investment Managers or Setanta Asset Managers will include securities lending on equities and bonds as part of its investment strategy. The aim of securities lending is to earn an additional return for the fund(s). Securities lending involves the lending of some assets of the fund to selected financial institutions. Whilst the objective is to enhance returns to the fund, in certain circumstances the fund could suffer a loss if

the financial institution(s) encountered financial difficulties.

### **External Funds**

Where a fund invests in an external fund, we will represent the key features of the external fund in our literature. However, the managers of external funds may retain discretion over the nature and choice of assets, custodians and institutions with whom they place money, and the expenses incurred, within any part of a fund they manage. Our commitment to you is to pass on the full value of the fund we receive from the external manager for your investment. We are not liable for any pricing inaccuracies related to the external providers. Our commitment is restricted to the returns we actually receive from the external manager.

Where funds are managed by external fund managers, the investments may be legally held in other countries other than Ireland. Where a fund is based will impact on how it is regulated.

## 4. WHAT INTERMEDIARY/SALES REMUNERATION IS PAYABLE?

The level of intermediary/sales remuneration shown is based on the typical plan outlined in section 3 above. The figures will vary based on the exact plan details in each case. Figures for your specific investment details will be shown in your welcome pack.

### ILLUSTRATIVE TABLE OF INTERMEDIARY/SALES REMUNERATION

Year	€ Premium payable in that year	€ Projected total intermediary/ sales remuneration payable in that year at 4.25%	€ Projected total intermediary/ sales remuneration payable in that year at 6.25%
1	50,000	2,480	2,480
2	0	254	259
3	0	261	271
4	0	268	284
5	0	275	297
10	0	314	373
15	0	359	469
20	0	410	589
25	0	469	740
30	0	536	929
32	0	565	1,018
NRA	0	580	1,066

The projected intermediary/sales remuneration shown above includes the costs incurred by Irish Life in relation to the provision of advice, service and support for the plan. These costs are included in the plan charges set out in column C of both the illustrative tables (A) and (B) of projected benefits and charges in section 3.

For investments in the Self-Invested Fund, the above illustrations represent our best estimate of the intermediary/sales remuneration that will be incurred in relation to the Self-Invested Fund. However, these are for illustration only and the actual remuneration payable may be higher than this estimate depending on the actual investments you choose. See section 8 for further details.

## 5. ARE RETURNS GUARANTEED AND CAN THE PREMIUM BE REVIEWED?

The values illustrated above are not guaranteed. They are neither minimum nor maximum amounts. What your fund will be worth depends on the rate at which your investments grow. You could end up with a fund of more or less than these projected amounts.

If the investment return actually achieved is lower, or the charges incurred are higher, than those assumed in these illustrations, your benefits will be lower.

### Protected Consensus Markets Fund

A separate guide, the 'Protected Consensus Markets Fund Guide' is available which explains the Protected Consensus Markets Fund in greater detail; you should read this carefully before investing in this fund.

There is a Protected Price Pledge in respect of any investment in the Protected Consensus Markets Fund. The aim of the Protected Price Pledge is that the unit price of the Protected Consensus Markets Fund will not fall below 80% of its highest value.

The Protected Price Pledge is provided to us by Deutsche Bank AG, London Branch - referred to as Deutsche Bank below. Irish Life does not provide the Protected Price Pledge.

The contract between Irish Life and Deutsche Bank is for the period up to 11 September 2020. Therefore the Protected Price Pledge is designed to apply up to this date or until it is triggered, if this is earlier. We will negotiate with Deutsche Bank to try to extend this date but there is no guarantee that we will be successful. We will write to you on this. The contract may end

before 11 September 2020 in certain circumstances. **In certain circumstances the Protected Price Pledge may be reduced or removed. Please refer to your Protected Consensus Markets Fund booklet for more details.**

Irish Life does not provide the Protected Price Pledge on the Protected Consensus Markets Fund. **The Protected Price Pledge is provided to us by Deutsche Bank.** Your contract is with us, Irish Life Assurance plc (Irish Life). Irish Life has a separate contract with Deutsche Bank to provide the Protected Price Pledge in relation to this fund. **Irish Life's commitment to you is to pass on the full amount it receives from Deutsche Bank under the Protected Price Pledge in respect of your investment. Our commitment to you is restricted to the amount which we actually receive from Deutsche Bank.** No other assets of Irish Life will be used to meet these commitments. This means that if Deutsche Bank does not fulfil its obligations to us under the Protected Price Pledge, for whatever reason, or if the Protected Price Pledge has expired, then you may not receive the benefit of the Protected Price Pledge and the Protected Consensus Markets Fund's unit price could fall below 80% of its highest ever value. You will however receive the actual value of the assets in the fund at that date. Deutsche Bank's obligations in respect of the Protected Price Pledge are restricted to its contract with Irish Life. You do not have a contract with Deutsche Bank and in no event will you be entitled to make a claim directly against Deutsche Bank under the Protected Price Pledge or in relation to Deutsche Bank's obligation to calculate what proportion of the Protected Consensus Markets Fund's performance is linked to the Consensus Markets Fund and the Protected Fund.

## 6. CAN THE POLICY BE CANCELLED OR AMENDED BY THE INSURER?

Irish Life can alter or cancel the plan (or issue another plan in its place) if at any time any of the following happens:

- The Revenue Commissioners remove their approval of this contract.
- It becomes impossible or impracticable to carry out any of the plan provisions because of a change in the law or other circumstances beyond our control.
- The tax treatment of Irish Life or this plan is altered or we have to pay a government levy.

If the cost of administering your **Complete Solutions** PRB 1 increases unexpectedly we may need to increase the charges on your plan. If we alter or cancel the plan (or issue another in its place), we will send a notice to your last known address explaining the change and your options.

You must provide any information or evidence which we need to administer the plan.

The pension plan may be ended if you are ineligible for a personal retirement bond.

## 7. INFORMATION ON TAXATION ISSUES

Any taxes or levies imposed by the government will be collected by Irish Life and passed directly to the Revenue Commissioners as required. Your **Complete Solutions** PRB 1 is approved by the Revenue Commissioners.

### Taxation of benefits

Under current Irish tax legislation, the maximum pension fund allowed for tax purposes is €2,000,000 (as at July 2016) or, if higher, the value of your pension funds in total on 7 December 2005, on 7 December 2010 or on 1 January 2014 (subject to individual agreement with the Revenue Commissioners). The relevant maximum will apply to the aggregate value of all pension provision held by an individual. Any fund in excess of this amount will be liable to a once-off tax charge at the current higher rate of income tax (currently 40%) before your retirement benefits are paid.

The following options will be available at retirement.

#### Option A:

- A retirement lump sum of up to 1.5 times final salary with 20 years service. The lump sum will be reduced where service is less than 20 years or where benefits are taken before NRA or where you left service with the relevant employer before NRA, and may also be reduced if you are entitled to a retirement lump sum from another pension arrangement. The maximum tax free amount you can receive is €200,000.

Retirement lump sums between €200,000 and €500,000 will be subject to the current standard rate of income tax. Any retirement lump sums greater than €500,000 will be taxed at your marginal tax rate and will be liable to Universal Social Charge. PRSI payable at that time will also apply. These are lifetime limits and apply in respect of all lump sums received since 7<sup>th</sup> December 2005.

- The balance of the fund must be used to purchase a pension (annuity).
- The AVC fund can be used to invest in an AMRF / ARF or can be taken as taxable cash sum subject to certain restrictions and the deduction of income tax, the Universal Social Charge, PRSI (if applicable) and any other taxes or government levies (“tax”) payable at that time.

#### Option B:

- A retirement lump sum of up to 25% of the value of the fund. The maximum tax free amount you can receive is €200,000. Retirement lump sums between €200,000 and €500,000 will be subject to the current standard rate of income tax. Any retirement lump sums greater than €500,000 will be taxed at your marginal tax rate and subject to the Universal Social Charge, PRSI (if applicable) and any other taxes or government levies (“tax”) payable at that time. These are lifetime limits and apply in respect of all lump sums received since 7<sup>th</sup> December 2005.
- The balance of the fund can be used to purchase a pension (annuity) or can be transferred to AMRF / ARF.

- Taken as a taxable cash sum, subject to certain restrictions and the deduction of income tax, the Universal Social Charge, PRSI (if applicable) and any other taxes or government levies (“tax”) payable at that time.

Annuity income and AMRF / ARF withdrawals will be treated as part of your income in the year paid and you will be liable to pay income tax, the Universal Social Charge, PRSI (if applicable) and any other taxes or government levies (“tax”) payable at that time.

#### **Funds investing in overseas property or other overseas assets**

Some funds may invest wholly or partly in property or other assets outside of Ireland. Under current UK tax law, income from rent received on UK property investments is subject to tax, after certain expenses and interest payments. The current rate is 20% (as at July 2016). This tax will be taken from the fund and reflected in the fund’s value. Property held directly by Irish Life will not be subject to tax.

For investments in overseas property, tax will be paid on profit from rent if this is required by the tax rules of the relevant country. In some instances, depending on the tax rules of the country, capital gains tax may also be due on any growth in the value of your plan. Any tax due will be taken from the fund and be reflected in the fund’s value..

For any investments in overseas assets, tax will be deducted on income or gains if this is required by the domestic tax rules of the relevant country. In some instances, withholding or other underlying taxes may apply, depending on the domestic tax rules of the relevant country.

Any tax due will be deducted from the fund and thus reflected in the fund performance. If tax legislation and practice changes during the term, this will be reflected in the fund value. This information is based on current tax law, which could change in the future.

### **Self-Invested Fund**

If you are invested in the Self-Invested Fund, the fund might become liable to pay additional tax.

If you are invested in the Self-Invested Fund, the choice of assets is at your discretion. Although the returns accruing on pension funds are normally exempt from tax, some of the assets you choose might become liable to tax on income or gains made. Where tax is due under these investments, this will be paid to the relevant tax authority. This might be done within the investments you have chosen, and therefore reflected in the investment values you receive. Otherwise, any tax due will be deducted from your fund.

Please contact your financial adviser or Irish Life if you do not fully understand the likely tax treatment of any benefits payable in connection with your **Complete Solutions** PRB 1 plan.

We recommend that you seek independent tax advice in respect of your own specific circumstances.

## **8. ADDITIONAL INFORMATION IN RELATION TO YOUR POLICY**

### **What are the benefits and options under this plan?**

#### **Retirement benefits**

The **Complete Solutions** PRB 1 plan is a tax efficient savings plan designed to build up a fund from which you can provide pension benefits when you retire. On retirement, part of the accumulated fund may be paid to you in the form of a retirement lump sum and the balance can be invested in order to provide you with an income, further investment or a cash sum, subject to certain restrictions. (See options outlined in section 3.)

#### **Death Benefit**

If you die before you retire, the full value of your pension fund at that stage will be paid to your estate in line with the Revenue Commissioner's limits and the Pensions Act, 1990. Your dependants may have to pay inheritance tax depending on who inherits. Annuity income will be treated as part of their income in the year paid and they will be liable to pay income tax, the Universal Social Charge, PRSI (if applicable) and any other taxes or government levies ("tax") payable on it.

#### **What is the term of the contract?**

The contract will end on your 70<sup>th</sup> birthday if retirement benefits have not been taken before that time. Retirement benefits can be taken at any stage after your 50<sup>th</sup> birthday provided rules imposed by the Revenue Commissioners at the time are complied with.



## Are there circumstances under which the plan may be ended?

The pension plan will end if you die.

## How are the contributions invested?

Your **Complete Solutions** PRB 1 is a unit-linked pension plan. In return for your money we allocate units to your **Complete Solutions** PRB 1 from each of your chosen funds. These will be listed on your plan schedule. The value of your investment is linked to the value of these units.

The value of a unit may go down as well as up over time, depending on how the underlying assets perform. You do not own the units. Unit-linking is simply a method of working out the value of your investment at any date. The value of your investment at any date will be equal to the total of the number of units allocated to your investment from the fund multiplied by the price for units of that fund on that date. The value of your investment will therefore go down as well as up over time as the unit prices change to reflect the value of the underlying assets.

You may, at any time, switch some or all of your money from one fund to another by writing to us to request a switch. However it is important to note, before you switch from your original fund choice(s), that the funds in your **Complete Solutions** PRB 1 have different levels of risk and potential return and they may also have different yearly fund charges. In certain circumstances, there may be a delay in switching. This is explained in your terms and conditions booklet.

## Variable charges

Funds are administered at an overall level by Irish Life. For some funds, a part or all of the assets may be managed by companies (fund managers) other than Irish Life. There are charges taken from these funds by both Irish Life and these fund managers.

The fund managers deduct costs and charges from the assets they manage. These will be reflected in the performance of the fund.

The level of the charges as a percentage of the overall fund can vary for several reasons.

- The first reason is the fact that the charges on the overall fund will vary according to the proportion of the fund invested in each of the underlying funds and the specific charges for these funds. The underlying funds may also change in the future and different charges for the new funds may lead to overall fund charge changing.
- The second reason is that the costs associated with managing a fund may vary and change over time. These costs include, for example, license fees where funds track a particular index, legal, accounting and marketing costs.
- The third reason is that some funds may borrow to increase the amount of assets that the funds can invest in. Borrowing increases the chance of achieving improved returns if the assets perform well. However, it also increases the level of risk of the investment. The fund managers' charges in relation to investments are based on the total value of the assets held including any borrowings made rather than on the funds they manage. The level of these charges as a percentage of the funds managed will depend on the amount of borrowing relative to the value of the assets held.

If the level of borrowing increases relative to the value of assets, then the level of charges as a percentage of funds managed would increase. For example, a significant fall in asset values could result in a significant increase in the average level of this charge as a percentage of funds managed. This is because a fall in asset values means that the amounts borrowed would represent a higher proportion of the fund value.

Equally, if the level of borrowing reduces relative to the value of assets, then the level of charges as a percentage of funds managed would also reduce. For example, a significant rise in asset values could result in a significant decrease in the average level of this charge as a percentage of funds managed. This is because a rise in asset values means that the amounts borrowed would represent a lower proportion of the fund value.

We have estimated the expected fund charges. This charge is shown in your Fund Guide. This is for illustration purposes only and is not a contractually fixed charge. The actual level of the fund managers' charges may be higher or lower than this depending on the factors outlined above.

**Your Fund Guide contains details on all fund charges, including an example of the average fund charge for funds with variable charges, based on certain underlying fund mixes.**

## **Self-Invested Fund**

If you have invested in the Self-Invested Fund, you will have discretion over the selection of assets subject to the terms and conditions of the **Complete Solutions PRB 1** contract.

When you are invested in the Self-Invested Fund, the costs and charges you incur will depend on your choice of investments.

You may incur transaction and ongoing costs in relation to specific assets such as equity dealing charges. You may also incur charges, payable to third parties (such as external fund managers) depending on the particular investment you have chosen. These are in addition to any charges Irish Life deducts in relation to your **Complete Solutions PRB 1** plan. The level of transaction and ongoing costs and charges will depend on the particular asset you choose. You should ensure you understand the impact of all costs and charges associated with an asset before you instruct Irish Life to purchase it.

If the cash element (liquidity account) of your Self-Invested Fund goes into overdraft, we reserve the right to deduct overdraft interest. Please see your Self-Invested Fund Guide for more information.

Further detail on the type of transaction costs and charges that you might expect to incur on the main asset categories is given in the Self-Invested Fund guide which you will receive as part of your welcome pack.

Additional remuneration may be payable to your financial adviser in relation to specific transactions. The remuneration illustrations contained in this customer information notice do not allow for any additional remuneration payable in respect of such transactions. You should consult with your financial adviser and ensure you understand the impact of any remuneration payable in relation to any asset transaction before you instruct Irish Life to proceed with that transaction.

### **Is there an opportunity to change your mind?**

When your Welcome Pack is issued you will have an opportunity to cancel the plan if you are not satisfied that the benefits meet your needs. You may do this by writing to the Customer Services Team at Irish Life within 30 days of the date we send you details of your plan. On cancellation all benefits will end and Irish Life will refund your contribution in accordance with Revenue rules, subject to taking off any losses that may have been incurred as a result of falls in the value of assets relating to the plan during the period it was in force, to the transferring trustees or the existing personal retirement bond provider.

### **Law applicable to your plan.**

Irish Law governs the plan and the Irish Courts are the only courts that are entitled to settle disputes.

### **What to do if you are not happy or have any questions?**

If for any reason you feel that this plan is not right for you, or if you have any questions, you should contact the Irish Life Customer Services Team, Irish Life Centre, Lower Abbey Street, Dublin 1 who will deal with your enquiry. Our Customer Services Team operate an internal complaints procedure and any complaints you may have will, in the first instance, be fully reviewed by them. If you feel we have not dealt fairly with your complaint, you should contact the Financial Services Ombudsman at 3<sup>rd</sup> Floor, Lincoln House, Lincoln Place, Dublin 2.

## **B. INFORMATION ON SERVICE FEE**

There are no charges payable to Irish Life other than those set out in your table of benefits and charges and in your terms and conditions booklet.

## C. INFORMATION ABOUT THE INSURER OR FINANCIAL ADVISOR

### Insurer

Your **Complete Solutions** PRB 1 plan is provided by Irish Life Assurance plc, a company authorised in Ireland. Irish Life Assurance plc is regulated by the Central Bank of Ireland. You can contact us at Irish Life Centre, Lower Abbey Street, Dublin 1, by telephone at 01 704 1010, by fax at 01 704 1900, and by e-mail at [customerservice@irishlife.ie](mailto:customerservice@irishlife.ie). In the interest of customer service we will record and monitor calls.

### Financial Advisor

The financial adviser should insert details of their name, legal status, their address for correspondence and a contact telephone number/fax number or e-mail address and where relevant the companies with whom agencies are held.

No delegated or binding authority is granted by Irish Life to your financial adviser in relation to underwriting, claims handling or claims settlement.

## D. INFORMATION TO BE SUPPLIED TO THE POLICYHOLDER DURING THE TERM OF THE INSURANCE CONTRACT

We at Irish Life must by law tell you if any of the following events occurs during the term of your contract:

- we change our name;
- our legal status changes;
- our head office address changes;
- an alteration is made to any term of the contract which results in a change to the information given in paragraph A(8) of this document.

Notes:

Notes:

Notes:



## Contact us

Phone: 01 704 2000

Fax: 01 704 19 00

e-mail: [customerservice@irishlife.ie](mailto:customerservice@irishlife.ie)

Website: [www.irishlife.ie](http://www.irishlife.ie)

Write to: Irish Life Assurance plc, Irish Life Centre, Lower Abbey St, Dublin 1.

In the interest of customer service we will record and monitor calls.

Irish Life Assurance plc, Registered in Ireland number 152576, Vat number 9F55923G.

Irish Life Assurance plc is regulated by the Central Bank of Ireland.